

00-112

Verizon
1300 I Street, N.W.
Washington, D.C. 20005
Voice 202 336-7892
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Shawn Donnelly
Staff Manager - Federal Regulatory



August 15, 2000

Mr. Dale Hatfield
Chief - Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW
Room 7-C155
Washington, DC 20554

Re: Final Service Outage Report

Dear Mr. Hatfield:

In accordance with the requirements in CC Docket 91-273, enclosed is the Final Service Disruption Report for the Verizon service outage that occurred on July 19, 2000 affecting Pottstown, Pennsylvania.

Please call me if you have any questions about this report or other service outage issues.

Sincerely,

A handwritten signature in cursive script that reads "Shawn Donnelly".

Enclosure

cc: R. Kimball

WIRE LINE OUTAGE REPORTING TEMPLATE

Reporting Carrier Verizon		Date of Incident 07/19/2000	
Time of Incident 09:19 AM		Geographic Area Affected Pottstown, Pennsylvania	
Services Affected <div style="display: flex; justify-content: space-between;"> <div style="width: 80%;"> IntraLATA Intraoffice IntraLATA Interoffice InterLATA Interoffice E911 </div> <div style="width: 15%; text-align: center;"> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> </div>		Number of Customers Affected Approximately 1200 Number of Blocked Calls Not applicable Outage Duration <div style="display: flex; justify-content: space-around;"> 35 Hrs 41 Min </div>	
Background of the Incident <p>On Wednesday, July 19 at 9:19 AM, a car struck a utility pole and burst into flames, burning two copper cables (total 1200 working pairs) and one interoffice fiber cable. The fiber cables serves 27 T3's of which all but 7 T3's between Pottstown and Reading switched to protection. Verizon technicians received alarms in both these Central Office (CO) areas. The Pittsburgh Network Operations Center/Transport Management (NOC/TM) located spare fibers and began to patch the T3's. Service to all 7 of the T3's was restored by 15:15 PM.</p> <p>After the Fire Department had doused the fire, the power company had to replace both the pole and their power cables. After the power company completed their repairs around 18:00 PM, Verizon construction began to replace and re-splice the cables and service was fully restored by Thursday, July 20 at 21:00 PM.</p>			
Direct Cause External Environment			
Root Cause Vehicular Accident/Fire			
Name and Type of Equipment 2 copper and 1 fiber cables		Specific Part of the Network Involved Outside Plant Cable	
Methods Used to Restore Service The damaged cables were replaced and spliced after the T3's were patched to spare facilities.			
Steps Taken to Prevent Recurrence of the Incident Bell Atlantic has no way to prevent such incidents.			
Evaluation of Best Practices Not Applicable			
Contact Person Shawn Donnelly		Telephone Number of Contact Person 202-336-7892	

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**BELL ATLANTIC
FCC NETWORK DISRUPTION
INITIAL REPORT**

TICKET #: 94G-L27

1. **DATE AND TIME OF INCIDENT:** 07/19/2000 01:22:00 PM
2. **GEOGRAPHIC AREA AFFECTED:** Pottstown, PA
3. **MAXIMUM NUMBER OF CUSTOMERS AFFECTED:** 1200
4. **TYPE OF SERVICES AFFECTED:**

☐ EMERGENCY-SERVICE ☒ INTERLATA ☐ OTHER
☒ INTRALATA ☐ 800 SERVICES

5. **DURATION OF OUTAGE:** Ongoing

6. **ESTIMATED NUMBER OF BLOCKED CALLS:** To be determined at Root Cause Analysis

7A. **TYPE EQUIPMENT:** Copper Span **VENDOR:**

7B. **APPARENT OR KNOWN CAUSE OF INCIDENT:**
A vehicle hit a pole and caught on fire which set the pole on fire, burning cables and affecting over 1,000 customers

8. **METHOD USED TO RESTORE SERVICE:**
Cable spliced

9. **STEPS TAKEN TO PREVENT RECURRENCE:**
To be determined at Root Cause Analysis

Pursuant to Section 0.459 (b) of the Commission Rules, and for reason set forth below,
confidentiality is requested for items:
Reason for confidentiality:

☐ A Request to supplement the showing requested by section 0.459 (b) is hereby made and will be submitted expeditiously.

Request Supplement:

DATE AND TIME OF REPORT: 07/20/2000 12:51:23 PM

CONTACT AND TELEPHONE #: Marianne Sweeney 973-649-7440

NOTE: Retention period is 5 Years